A METHOD AND APPARATUS TO PROVIDE A HUMAN-USABLE INTERFACE TO CONVERSATIONAL SUPPORT

ABSTRACT OF THE DISCLOSURE

5   A conversation support framework supports long running human interactions with conversation-enabled applications installed at remote locations. The conversation support may be provided for a user's personal computer (PC) or personal digital assistant (PDA), either as a "thick" or "thin" client implementation. The framework includes conversation support

10 communicating with a browser installed on the user PC or PDA to support the user's side of a conversation with the conversation-enabled applications. Presentation support communicates with the browser to show the user a state of the conversation and options for selection by the user. The user selects an available option and fills in message content that conforms with the

15 conversation policy in use by the conversation-enabled applications.